

# I-Manage User Manual

## Order Query Screen

### Function

Allows you to query orders submitted via the Push Order process.

### Security

Access to GM I-Manage

### Common Buttons and Fields

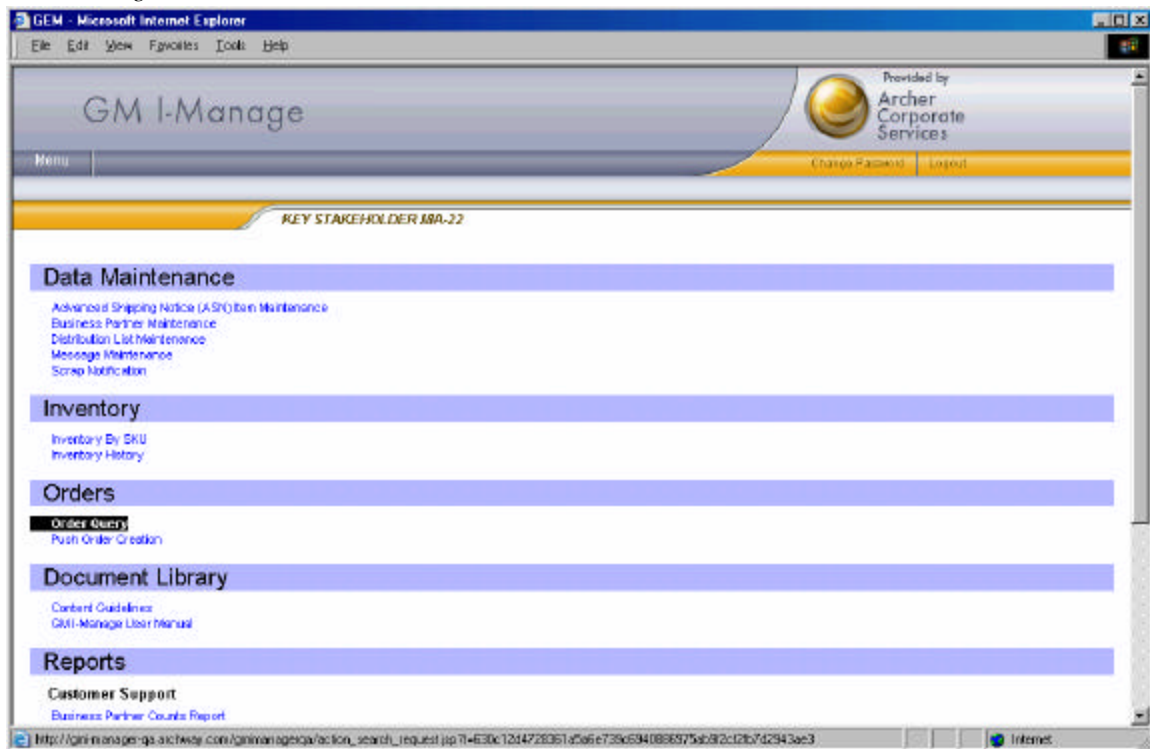
- **Reset** – Clears all the fields on the page
- **Back** – Opens the previous page
- **Search** – Starts a search based on the supplied criteria

### Operating Instructions

- **Accessing Order Query**

1. Go to the *GM I-Manage Main Menu*.
2. Under the **Orders** category, click the **Order Query** option.

#### *GM I-Manage Main Menu*



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The *Order Query Screen* will open.

## *Order Query Screen*

The screenshot shows a web browser window titled "GEM - Microsoft Internet Explorer". The page header includes "GM I-Manage" and "Provided by Archer Corporate Services". Below the header, there is a "Menu" button and a "Change Password" link. The main content area is titled "KEY STAKEHOLDER MA-22" and "Main Menu". The "Order Query Screen" is displayed, featuring a search form with the following fields: "Order Number:", "Business Partner Number:" (with a green question mark icon), "Push Job:" (with a dropdown arrow), "Order Date Range From:" and "to:" (with date pickers), "Ship Date Range From:" and "to:" (with date pickers), and "Package Tracking Number:". At the bottom of the form are "Reset", "Back", and "Search" buttons.

- **Querying an Order**

1. To query an order, on the *Order Query Screen*, complete one or all of the search fields:
  - **Order Number**– The number assigned to a specified order. You can not use an E-Store confirmation number in this section. You must use your order number.
  - **Business Partner Number**– Identification number assigned to the business partner who initiated the order. Use the **Search** button next to this field (indicated with a “?”) to perform a search to locate a partner’s business number.
  - **Push Job**– The job number assigned to a specified Push Order. You may use the drop down arrow to see a list of all job numbers and their corresponding job titles.
  - **Order Date Range:** Indicate the date range in which the order may have been placed
    - **From** – First date order may have been placed
    - **To** – Last date order may have been placed
  - **Ship Date Range:** Indicate the date range in which the order may have been shipped
    - **From** – First date item is to ship.
    - **To** – Last date item is to ship.
  - **Package Tracking Number** – The tracking number assigned by the Transportation Carrier.
2. Click the **Search** button. The search results appear at the bottom of the screen. Locate the appropriate order (scrolling may be necessary).

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## Order Query Screen

Push Job: 30000 - Test Line Job Number 30000

Order Date Range From:  to:  MM/DD/YYYY

Ship Date Range From:  to:  MM/DD/YYYY

Package Tracking Number:

Order Number	Ship To Name	Order Status	Order Date	Job Number and Description	Order Held	Rank	Media	Ship Date	Choose Screen	
1 100	NORMAN ROY	Line Job	06/03/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
2 1000	JOHN WIESNER	Line Job	06/03/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
3 10000	SAMUEL DUPED	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
4 10001	GLEN STARODOLI	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
5 10002	GARY TUREK	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
6 10003	DAVID AYERS	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
7 10004	WILLIAM JOHNSON	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
8 10005	BRADLEY GUFFEY	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
9 10006	MICHAEL MEIER	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
10 10007	RONALD CARROLL	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
11 10008	CLYDE STEVENS	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>

- A maximum of 20 orders can be displayed on your screen at once therefore narrowing your search by using as many of the above search criteria is very helpful. You may need to view multiple pages. Scroll to the bottom of the order list. On the left side of your screen you will find the total number of rows matching your search criteria. Use the **First**, **Previous**, **Next**, and **Last** buttons to move through the pages.

## Order Query Screen – Row Information

13 10009	R. PARSONS	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
14 1001	RICHARD DAVIS	Line Job	06/03/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
15 10010	R. PARSONS	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
16 10011	GARY RASMUSSEN	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
17 10012	LAURENCE CAFFEKE	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
18 10013	DANIEL KAISER	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
19 10014	JOSEPH SEBOLD	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
20 10015	ALBERT WORMET	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>
21 10016	DAVID PARSONS	Line Job	06/08/2005	30000 - Test Line Job Number 30000	No	HO	WEB		<input type="button" value="Order Address"/>	<input type="button" value="GO"/>

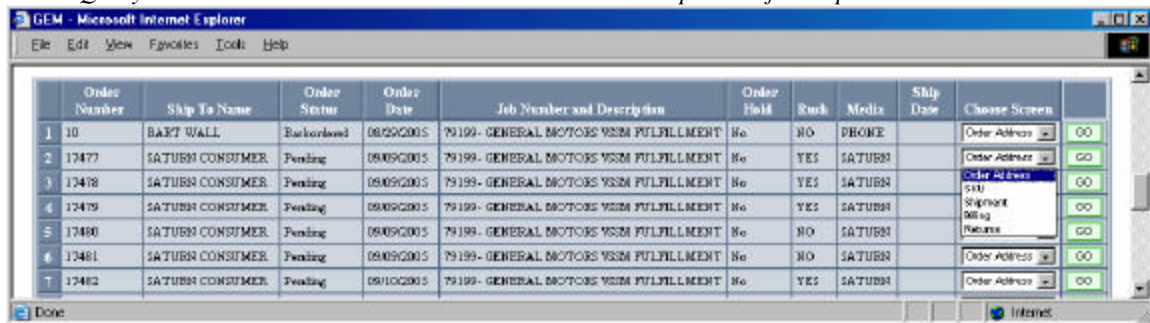
Showing rows 1 to 20 of 11402   Page:

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- **Viewing the Order Information**

1. Search and locate your order on the *Order Query* screen. (see “Querying an Order”).
2. Once the order is located, use the **Choose Screen** drop-down field (located on the right-side of the screen), to select a viewing option. (see options below).
3. Once you have selected your option, click the **GO** button next to the appropriate order.

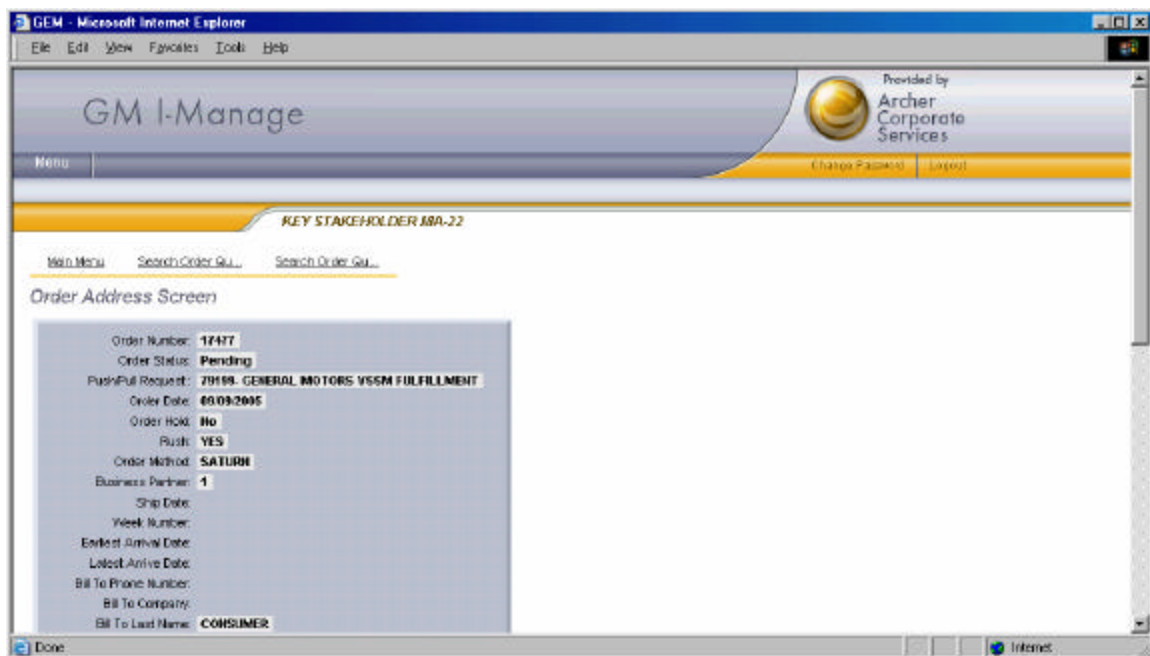
*Order Query Screen – Located Orders with Choose Screen drop-down field open*



**Choose Screen drop-down field:**

- **Order Address** – Accesses the *Order Address Screen* which provides detailed shipping and billing information on the specified order.

*Order Address Screen*



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## Choose Screen drop-down field:

- **SKU** – Accesses the *SKU Screen* which provides a detailed description of the item(s) and the current order status.

### Order Query Screen – SKU Screen

The screenshot shows the GM I-Manage web application in a Microsoft Internet Explorer browser window. The page header includes the GM I-Manage logo and a navigation menu. Below the header, there are search filters for 'KEY STAKEHOLDER MA-22'. The 'Order Query Screen' displays a table with order details. The 'SKU Screen' is also visible, showing a table with SKU information.

Order Number	Ship To Name	Order Status	Order Date	Job Number and Description	Order Hold	Rush	Media	Ship Date
17477	SATURN CONSUMER	Pending	08/05/2005	79199- GENERAL MOTORS VISM FULFILLMENT	No	YES	SATURN	

SKU	Description	Status	Unit Of Measure	Unit Price	Quantity Ordered	Quantity To be Shipped	Quantity Shipped
1 X10060	GM SATELLITE FIRST GENERATION DEALER KIOSK FACEPLATE	Unshipped	1	\$0.00	23	23	0

## Choose Screen drop-down field:

- **Shipment** – Accesses the *Shipment Screen* which provides detailed information on the shipping of the specified order. Use the **Select** button to access the shipper's tracking web site.

### Order Query Screen – Shipment Screen

The screenshot shows the GM I-Manage web application in a Microsoft Internet Explorer browser window. The page header includes the GM I-Manage logo and a navigation menu. Below the header, there are search filters for 'KEY STAKEHOLDER MA-22'. The 'Order Query Screen' displays a table with order details. The 'Shipment Screen' is also visible, showing a message 'No Records Found' and a 'Back' button.

Order Number	Ship To Name	Order Status	Order Date	Job Number and Description	Order Hold	Rush	Media	Ship Date
17477	SATURN CONSUMER	Pending	08/05/2005	79199- GENERAL MOTORS VISM FULFILLMENT	No	YES	SATURN	

No Records Found

Back



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## Choose Screen drop-down field:

- **Billing** – Accesses the *Billing Screen* which provides a detailed description of fees and payments. Use the **Detail** link to view account information.

### Order Query Screen – Billing Screen

The screenshot shows the GM I-Manage web application in Microsoft Internet Explorer. The page header includes the GM I-Manage logo and a navigation menu. The main content area displays the 'Order Query Screen' for a specific order. Below this, the 'Billing Screen' is shown with a table of billing details and a 'DETAIL' link.

Order Number	Ship To Name	Order Status	Order Date	Job Number and Description	Order Held	Rush	Media	Ship Date
17477	SATURN CONSUMER	Pending	08/09/2005	79199- GENERAL MOTORS VISM FULFILLMENT	No	YES	SATURN	

Order Product Total	Transportation Total	Rush Fee	Tax	Grand Total	Payment Type	DETAIL
\$0.00	\$18.25	\$0.00	\$0.00	\$18.25	BILL ME	<a href="#">DETAIL</a>

## Choose Screen drop-down field:

- **Returns** – Accesses the *Return Screen* which provides a detailed description of a returned order

### Order Query Screen – Returns Screen

The screenshot shows the GM I-Manage web application in Microsoft Internet Explorer. The page header includes the GM I-Manage logo and a navigation menu. The main content area displays the 'Order Query Screen' for a specific order. Below this, the 'Returns' section is shown with the message 'No Records Found' and a 'Back' button.

Order Number	Ship To Name	Order Status	Order Date	Job Number and Description	Order Held	Rush	Media	Ship Date
17477	SATURN CONSUMER	Pending	08/09/2005	79199- GENERAL MOTORS VISM FULFILLMENT	No	YES	SATURN	

Returns  
**No Records Found**  
[Back](#)